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**MEMO**

**To: All Trade Partners**

**Date: 18 February 2022**

**From: Royal Brunei Airlines**

**RE: COVID -19 / 03 /2020 – 19th March 2020 – Revised waiver and cancellation policy – Revised Flying Programme until 31st October 2022 V25. Policy applicable from the 1st February 2022**

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With the rise in the outbreak of the coronavirus (COVID-19) globally and numerous travel restrictions from various Governments, demand for air travel across the world has declined significantly. Royal Brunei will therefore operate a revised and substantially reduced flying program until **31<sup>st</sup> March 2022**.

A new temporary flying program is in operation until **31<sup>st</sup> October 2022**, from Brunei to and from Singapore, Melbourne, Hong Kong, Kuala Lumpur and Manila.

Full details of the schedule are available on RB's dedicated web pages [www.flyRB.com/Covid-19](http://www.flyRB.com/Covid-19) where regular future updates will also be made – your trade sales team will also keep you updated.

Please also note that this waiver policy applies on flights booked before/on **31<sup>st</sup> October 2022**, for travel before/on **31<sup>st</sup> March 2023**.

Options Available:

Option 1 – Guests who agree to rebook to a new travel date or a different destination

- Applicable for totally un-used or partially used ticket
- **New travel date can be rebooked and must be completed by 31 March 2023. Last rebooking date is on 31 October 2022**
- **Ticket validity shall be shown as 31 March 2023**
- Change fee waived
- Applicable to all Royal Brunei destinations
- Travel date can now be deferred up to 1 year from latest document issuance
- **The PNR must be updated with 'OSI BI COVID-19 WAIVER under Other Supplementary Information Element**
- Fare difference and collect additional fare or taxes (if applicable)
- Reissue original ticket. Add ticket endorsement: 'Involuntary change COVID19 RB waiver policy'
- Remind guests to retain original e-ticket numbers for easy reference

**Option 2 - Transfer the value of the ticket onto an EMD (Electronic Miscellaneous Document)**

Guests, who want to travel at a later date, can transfer the value of the ticket onto an EMD (Electronic Miscellaneous Document) the validity of the EMD will be up to 1 year (365 Days) from date of issuance.

**Effectively immediately all Electronic Miscellaneous Document (EMD's)** will now be issued by the Royal Brunei Airlines Customer Service team. Please email all requests to [Lonrba@rba.com.bn](mailto:Lonrba@rba.com.bn) and copy in [rbsales@rba.com.bn](mailto:rbsales@rba.com.bn). Please support all requests with full PNR details including ticket numbers.

NB: For all EMD's that have been issued prior, could we please request that you make a full refund application in BSP Link and send the following information to [Lonrba@rba.com.bn](mailto:Lonrba@rba.com.bn):

- Refund Notice Number of the EMD

- PNR details (including EMD issued)

**Additional information:**

- These options (for flights prior to 31<sup>st</sup> December 2021) include a credit voucher available for 1 year from date of original issue for the full original flight value to be used across any RB route.

1) No-Show passengers are not eligible for the waiver.

2) Royal Brunei Airlines will not be liable for any 3rd party costs / penalties such as hotel or other ground operator costs.

3) The waiver is valid and applicable once only.

**4) Refund and issuance of expired tickets shall be accepted provided guests are impacted by the flight cancellation and are unable to travel due to travel restrictions.**

**Option 3 – Guest who have no new travel date yet**

- Cancel active booking
- **Advise your guest that the new travel date can be rebooked and must be completed by 31<sup>st</sup> March 2022. Last rebooking date is 31<sup>st</sup> October 2023.**
- Remind guests to retain original e-Ticket number for easy rebooking in the future and when you carry out the rebooking process (Note: If original document was lost or misplaced, RB cannot guarantee immediate retrieval of information, as it is mandatory for guest to provide during the process of rebooking)
- If this option is selected, guest will not be allowed to change to other waiver options  
(Note: Any changes shall follow the original term and conditions of the fare purchase)
- **For open dated tickets, the e-ticket coupon will still reflect the original date of travel and date of issue**
- Once guest contacts and provide a new travel date:
  - Create a new PNR. Add a remark field in PNR with 'OSI BI COVID-19 WAIVER' under other supplementary information element
  - Reissue original ticket. Ticket endorsement with 'Involuntary change COVID19 RB waiver policy'
  - One time waiver on all penalty fees
  - Collect additional fare and taxes (if applicable)
  - If the reissued ticket has a lower value than the original, no refund to be provided
- For expired ticket, please change the document type from "E" to "C" of the issued in exchanged line (FO), refer example below

FO672-2422241604**C**1BWN12JUN18/04390072/P1

## **Cancellation/Refund**

There two options for refunds”

Option (a) – Refund to EMD –RSVT (priority)

Refund to EMD –RSVT

- Applicable for all RB Destinations
- EMD validity is 1 year from latest document issuance date
- Refund of ticket + RB ancillaries to be combined into one (1) EMD
- EMD-RSVT can be used for purchase of future travel on any RB destination and/or RB ancillaries
- EMD-RSVT must be utilized with-in twelve (12) months from EMD issuance date
- Existing EMD-RSVT with validity dates expiring before 31<sup>st</sup> December 2021, can be reissued for a new cutoff date to expire twelve (12) months from the new date of issuance
- Indicate in the EMD service remark – “RB COVID-19 WAIVER ORIGINAL TKT NO.672XXXXXXX EMD VALID UP TO DDMMYY”
- Cancel active booking
- Ensure e-ticket status covert to “E-Exchange”
- A refund request for an existing EMD-RSVT will be accepted with a penalty fee of BND50 (Equivalent of GBP 29).

Option (b) – Refund back to original Form of Payment (FOP)

NB: Infant tickets: When refunding to the original form of payment for infant tickets, cancellation fee for infants would be as per fare purchase terms and conditions which is lower than the waiver itself. If the ticket was non-refundable then equivalent of BND 50 (GBP 29) applies if ticket was purchased outside the UK.

Effective 21<sup>st</sup> July 2020, all un-utilized tickets submitted for refunds on BSP from the 21<sup>st</sup> July 2020 onwards will be entitled to a full refund (without a fee) back to the form of payment. This will be applicable only for tickets purchased in the United Kingdom.

Any ticket refund that does not conform to the conditions of this waiver policy will be subject to an administration fee of BND 50.

Could we also please request that all trade partners ensure that the correct refund values are inserted when applying for refunds via BSP Link. We will reject any refunds with no monetary value.

**Partial Refunds:** We have noticed that some trade partners are submitting full refunds on partial travelled tickets. RB Customer Service Team is at hand to assist if you are unsure how to calculate partial refunds. Please email any queries to [Lonrba@rba.com.bn](mailto:Lonrba@rba.com.bn).

GDS Refunds – GDS refunds now permitted

Duplicate Refunds – We will be issuing ADM’s for refunds that have been refunded twice.

### **Additional Information on Refunds and tactical cancellations on the RB Link Borneo product**

#### **Refund option on the RBLINK product**

- Full refund (both un-utilized & partially utilized sector) to EMD –RSVT (or)
- Full refund (both un-utilized & partially utilized sector) to original Form of Payment.

#### **Refund option on the RBLINK (point to point) product**

- Full refund (both un-utilized & partially utilized sector) to EMD –RSVT (or)
- Full refund (both un-utilized) to original Form of Payment less the administration fee of BND 50 (approximately GBP 29) per person (the only exception of the BND 50 fee not being charged is when the ticket is purchased in the UK)

#### **Expired document**

For expired ticket, the ticket has to be converted to EMD-RSVT and reissued when new travel date is available.

For expired EMD-RSVT, reissue the EMD with new validity.

## Royal Skies

- Existing loyalty levels will remain until 31<sup>st</sup> January 2023
- **Any Royal Skies miles expiring up to and including will now expire on the fixed date of 31<sup>st</sup> January 2023**

### Calculation Method of Partial Refund for bookings affected due Covid-19

#### Same Booking Class/ Same Season / Same Fare Basis:

- Divide the fare in half
- Deduct half used Fare
- Deduct the used Taxes
- Refund = Balance Fare and Unused Taxes

#### Mixed Class / Same booking class/ different fare basis or Season:

Fare would be based on NUC levels for outbound and inbound sector

- Deduct the outbound Fare used
- Deduct the used Taxes
- Refund = Unused Fare based on NUC and Unused Taxes

#### Eg for Mixed class case/ Same RBD different fare basis or Season

LON-BWN-LON in U and K class combination, passenger has used LHR-BWN in U class then refund calculation will be as follows

For example, U class round trip is GBP200.00 and K class fare GBP300,00 your ticket would have been issued at GBP250.00 + Taxes

The fare used would be based on the NUC for the outbound sector which would be 100.00 (200.00/2), the unused fare would be GBP150.00 (300.00/2).

Therefore, refund value will be GBP150.00 + Unused Taxes.

Please note that we are encouraging our trade partners to avoid offering refunds and instead offer other alternative options available.

Please note that we also currently operating on a skeleton staff structure between now and 31<sup>st</sup> October 2022 and there may be a delay in our responses.

We wish to thank all of our trade partners for your support at this challenging time for the travel industry. Stay safe.



Warm Regards,  
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